
RELEASE NOTES

N-FOCUS INTERIM RELEASE

September 9, 2012

An interim release of the N-FOCUS system is being implemented on September 9, 2012. Interim Releases are made between scheduled major releases. The last N-FOCUS Major Release was July 8, 2012. The next N-FOCUS Major Release is scheduled for November 11, 2012. This document provides information explaining new functionality, enhancements and problem resolutions effective with this release. The Release Notes are divided into five main sections:

General Interest and Mainframe: All N-FOCUS users should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: this section will only appear if there are enhancements, tips, or fixes specific to DD programs.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Protection and Safety Programs: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: N-FOCUS users responsible for case entry for AABD/MED, ADC/MED, FSP, FW, IL, MED, and Retro MED should read this section.

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General Interest and Mainframe

Applications Tied to Program Case Window (Change)

To view who tied the application to the program case, access the Applications tied to Program Case window and scroll to the right on the Applications section. The Tied By column will indicate who created the tie. If the tie was automatically created by N-FOCUS, the Tied By column will indicate SYSTEM.

There will now be situations where the System will be able to automatically tie applications and it will not need to go through App Management. When the application is automatically tied, the mode will be updated (if it is needed), interviews will be scheduled and interview letters sent to clients. If no interview is required then an Alert or Work Task will be created.

The screenshot shows the 'N-FOCUS - Applications Tied to Program Case' window. It has a menu bar with 'File', 'Actions', 'Goto', and 'Help'. Below the menu bar, there are icons for a folder, a document, a bar chart, and a refresh button. The main area is divided into two sections: 'Program Case' and 'Application'. The 'Program Case' section shows 'Identification 42077525', 'Program LIHEAP', and 'Case Name FALLON FAIRGOOD'. The 'Application' section contains a table with the following data:

App Received	Tie Begin	Application Reason	Tied By	Tie Updated By
10-22-2012	10-22-2012	Review	SYSTEM	NFOSP304

The 'Tied By' column is highlighted with a red box. To the right of the table are buttons for 'Untie' and 'Update'.

[Auto Tie Functionality \(Change\)](#)

Auto tie functionality refers to the automatic tying of Review Electronic applications (ACCESSNebraska Applications only) to a program case once they are submitted to DHHS. Currently, tying applications is done primarily by the Application Managers and is done manually. This function will require less Application Manager involvement although there are some instances where their intervention will be needed.

In order for an application to be auto tied, it must be for programs due for an eligibility Review and the client must have validated their account and completed a prefilled review application. All programs requested on the application must meet the Review requirement or be requesting LIHEAP. If there is one program case that cannot be auto tied, the entire application cannot be auto tied and the application will go to the current Application Management queue.

LIHEAP cases are an exception as LIHEAP cases do not have Reviews. LIHEAP cases are always going to be auto selected if there are other programs that are due for Review.

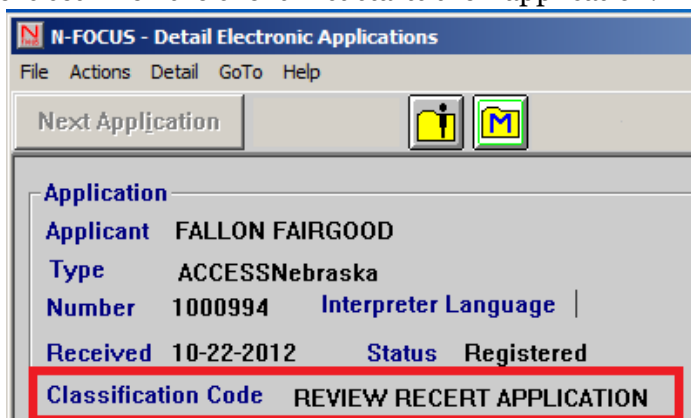
SNAP cases will never be auto tied. If there are other programs that could be auto tied and there is also a SNAP case none of the cases will be auto tied.



[Detail Electronic Applications Window \(Change\)](#)

[Classification Code Field \(New\)](#)

The Classification Code for the application being viewed will now display. (Review Recert Application, Active Client New Application, Closed Client New Application, Initial Application). This classification code is set when the client first starts their application. If the client decides not to create an account or validate the account with a PIN, the classification will always be Initial Application. If an account is created and validated with a PIN, the application could potentially be placed in one of the other classifications.

Note: The Classification Code should NOT be used to determine the processing of an application.



N-FOCUS - Detail Electronic Applications			
File Actions Detail GoTo Help			
Next Application		 	
Application			
Applicant	FALLON FAIRGOOD		
Type	ACCESSNebraska		
Number	1000994	Interpreter Language	
Received	10-22-2012	Status	Registered
Classification Code	REVIEW RECERT APPLICATION		

Priority Reason (Tip)

It is important to look at the Priority Reasons section to learn about specifics regarding the case that may shorten the Federal timeframes required for processing the application. The questions asked on the application that address Priority Reasons will not appear on the PDF Application, however the Priority Reasons will display at the top of the PDF. Refer to the Electronic Application Prioritized Field section for further information.



Printing Assignments (Fix)

The List Position Assignments for Service Approval Assignments and Organization Assignments has been fixed.

Electronic Application

The ACCESSNebraska Web Application has been redesigned to be more user friendly, while still capturing all of the information N-FOCUS needs in order to begin to process the application. The following changes will affect the N-FOCUS user.

Bookmarked Application URLs (Change)

There have been instances in the past where clients have bookmarked the application's web page (URL). Since we are creating a new application, the old bookmarked URLs will not work. Clients will be given an error message for the first few months and then they will be redirected to the ACCESSNebraska menu page.

Client User ID and Password (Change)

The system that managed User IDs and passwords for the online application will no longer be used. We will now be using the system that manages the Client Benefit Inquiry accounts. If clients currently have an account set up through Client Benefit Inquiry, they will be able to use that same account. The use of the ACCESSNebraska User ID and Password for the online application will allow N-FOCUS to prefill current information stored in N-FOCUS into the online application. An account will also be required to save an application.

These are the same User IDs and Passwords for CBI and the application.

- Our clients will continue to use their CBI User ID and Password to view their current benefits.
- The Application User ID and Password will be used to retrieve their online application for initial entry and for review/recertification purposes.

Note: Only the Program Case Person or a Representative to the case will have the ability to have the data retrieved from N-FOCUS. The first time the User ID and Password are created, the process begins with entering a client specific PIN.

Should a client forget their Password, there is now a function available for them to create a new Password. Should the client forget their User ID, they will need to start over with their PIN to create a new User ID. We do not have the ability to retrieve a User ID.

If they do not remember their PIN, they will need to call the Customer Service Center in order to have a new PIN generated and sent to them via US Mail.

[Review/Recert Letters \(Change\)](#)

The layout of the review letter has changed. When the overnight letter is sent to the clients, it will have their PIN number displayed if the client has not created an account. This is so that the clients can create their accounts and have data retrieved from NFOCUS onto the application. The copy of the letter that is stored in NFOCUS will not have the PIN displayed. New PIN requests will continue to be requested to the normal process.

[ACCESSNebraska Online Application - Pre-Filled Data from N-FOCUS \(New\)](#)

When a client enters their User ID, Password and validates the account with a PIN, N-FOCUS will automatically pre-fill information that is currently on N-FOCUS. If there are changes, the client will be able to make those changes online (i.e. Change of Address).

Note: This function can be for Active clients and some past clients. There is functionality available for clients to remove/change any inaccurate data such as household composition, address, income, resources or expenses etc. The information that is retrieved is not based on budgets but rather whatever is current in N-FOCUS.

[Client Comments \(Change\)](#)

There is now a Comment Section available to clients for each section of the application instead of only one Comment Section for the entire Application. Pay close attention to these comments since we are not allowing clients to update their information about their First and Last Name, Date of Birth and Social Security Number if we have retrieved this person from N-FOCUS.

[Aged and Disable Waiver \(Change\)](#)

Clients can now apply for Aged and Disabled Waiver online.

Medicaid Assistance for Individual (Change)

Clients can now request Medical Assistance for a specific person within the Household on the online application.

Face to Face Interview Request (Change)

Clients will be able to request a Face to Face interview at the end of the application.

Work View of the Online Electronic Application (Change)

The Application will now be viewed in PDF format by the worker. This view is the same view that the clients will see. The PDF format does not allow for Comments to be made on the application. Any additional information that is added needs to be documented in Narrative. Applications that were submitted prior to this release will open within a web page just as they did before the release.

To view the Application, follow these steps:



1. Navigate to the Detail Electronic Applications window.
2. Click the application icon on the toolbar.
The Application PDF will open.

The PDF format is non-updatable. Any comments the worker would like to make need to be made in Narrative.

Nebraska Department of Health and Human Services ACCESSNebraska Application							
Application Received Date: 10-22-2012				Confirmation Number: 1000994			
FIRST	MIDDLE	LAST	EXT	GENDER	SSN	BIRTH DATE	AGE
FALLON*		FAIRGOOD*		Female*	XXX-XX-3821*	05-17-1983*	29
FARIS*		FAIRGOOD*		Male*	XXX-XX-4012*	07-18-1983*	29
FELIX*		FAIRGOOD*		Male*	XXX-XX-4465*	03-18-2003*	9
NAME(APPLICANT)		LIVING ARRANGEMENT/ FACILITY NAME	PHYSICAL ADDRESS		MAILING ADDRESS	PREVIOUS ADDRESS	
FALLON*	05-17-1983*	Apartment or House*	3758 FAIRCHILD FALL*				
FAIRGOOD*			LINCOLN, NE 68512				
NAME(APPLICANT)		HOME PHONE NUMBER	CELL PHONE NUMBER	MESSAGE NUMBER	EMAIL ADDRESS		
FALLON*	05-17-1983*	Not Answered	Not Answered	Not Answered			
FAIRGOOD*							
NAME		REQUESTING ASSISTANCE	MEDICAL ASSISTANCE	RELATIONSHIP TO APPLICANT			
FALLON*	05-17-1983*	Yes	Yes	Self			
FAIRGOOD*							
FARIS*	07-18-1983*	Yes					
FAIRGOOD*							
FELIX*	03-18-2003*	Yes					
FAIRGOOD*							

*

A single asterisk indicates data pre-filled by N-FOCUS.

- We will allow clients to save their application for up to 30 days from the date they started the application. The data will be pre-filled when the application is started.
- If there has been a change between the time the application is started and when the application is submitted we will not be making those updates.

✱✱

A double asterisk indicates if the client made changes to any of the pre-filled information.

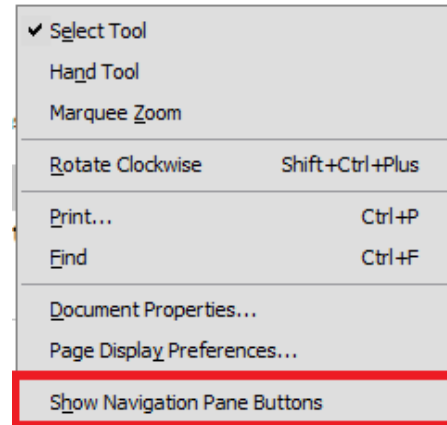
- Removing data from an application may result in a ** entry in a field.

PDF Navigation Pane Buttons (New)

Bookmarks are available within the PDF document to assist with navigating through the application. If the bookmarks are not viewable on the left side of the document, follow these steps to display the bookmarks.

1. Open the Application PDF.
2. Right click on the Application. A pop-up menu will display.
3. Select the Show Navigation Pane Buttons option.

The Navigation Toolbar will display on the right side of the PDF.



Bookmark

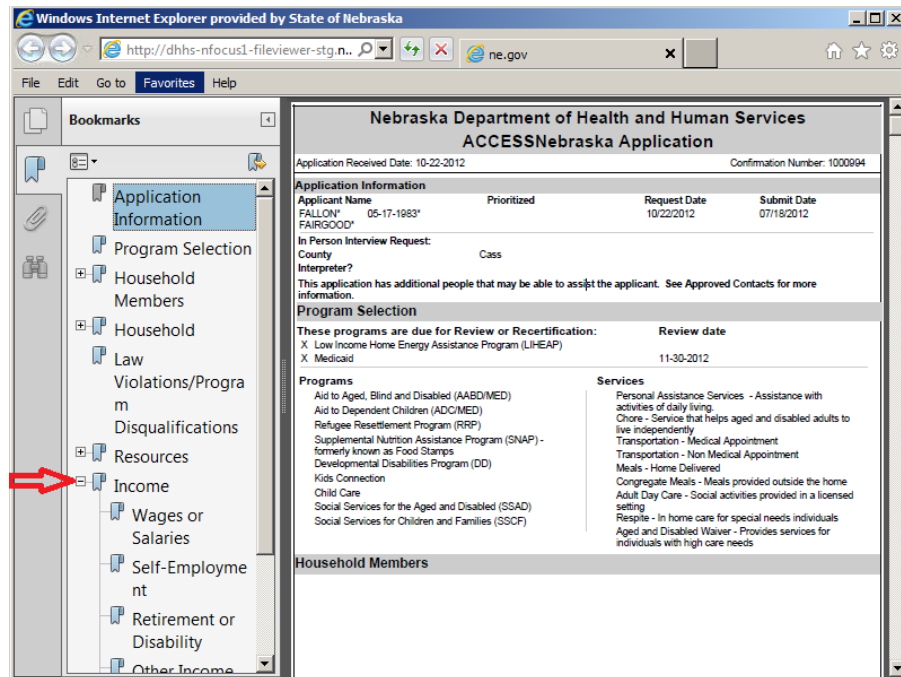
4. Select the Bookmark icon.

The Bookmark pane will expand.

5. Click the + in front of the Section to expand the available options.

6. Click the appropriate Section name to navigate to that Section of the PDF document.

Note: Use the scroll bars to move through the list of Bookmarks and also to move through the PDF document.



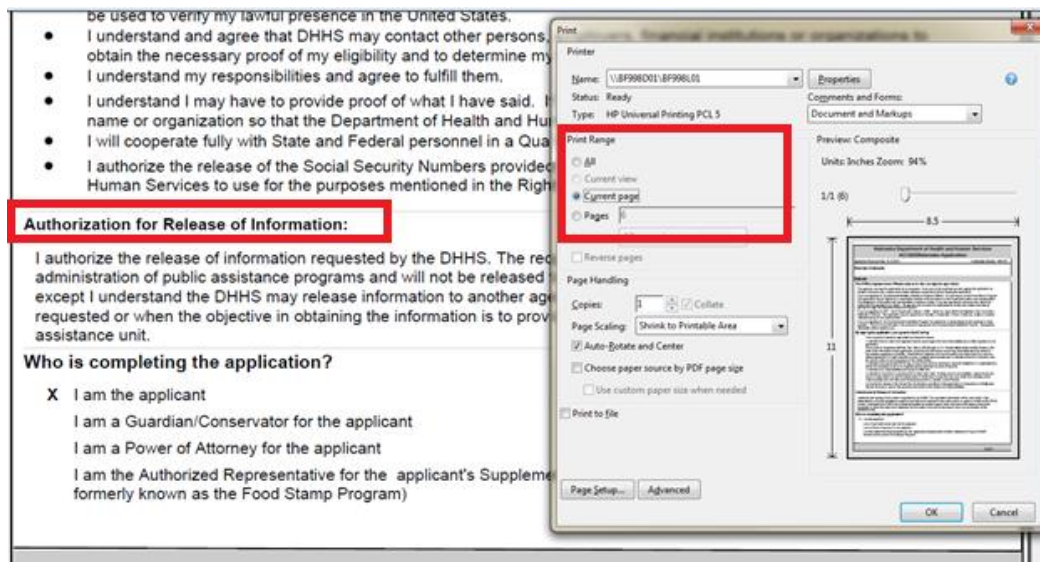
Electronic Application Prioritized Field (Tip)

The prioritization reason for the application will display at the top of the PDF. It is important to review this information to gain insight into the case. An application that has been prioritized may have shorter Federal timeframes required for processing the case.

Nebraska Department of Health and Human Services ACCESSNebraska Application			
Application Received Date: 10-22-2012		Confirmation Number: 1001232	
Application Information			
Applicant Name A A	Prioritized Expedited SNAP Shut Off Notice A&D Waiver	Request Date 10/22/2012	Submit Date 08/09/2012
County Brown			
Interpreter?			
Do you have an EBT card for SNAP? No			
Head of Household: Not Answered			
This application has additional people that may be able to assist the applicant. See Approved Contacts for more information.			

Authorization for Release of Information (Change)

The Authorization for Release of Information is located at the end of the PDF. You can print that page, as necessary, by selecting the Print Range – Current Page option.



Rights and Responsibilities (Change)

The Rights and Responsibilities will always be part of the PDF. This document will display after the last page of the application.

Spanish Version – Online Application (Change)

The updated version of the Spanish Online Application will be released in November 2012. In the meantime, the Spanish application will not be available online. When a client selects the Complete Application section, they will be instructed to click the Printable Application button. A PDF of the application will then be provided for their completion.



Expert System

Federal Poverty Level Updates (Change)

The new FPL's (Federal Poverty Levels), Standard Deduction and Maximum Shelter Deduction for SNAP will change with the September 9 Interim Release. The Utility Allowance changes were put in production with the August 15 Interim Release.

The new levels/amounts are effective as of October 1, 2012 and will affect October budgets that are run after the September 9 release date.

Children and Family Services

Organization – Home Details (New)

With this release, we have added the new Facility Type of Adoptive Home Relative (Approved). This Facility Type will be used when a child is placed in a relative's home and the plan is for the child to be adopted by the relative.